

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
23 September 2004 (23.09.2004)

PCT

(10) International Publication Number
WO 2004/082250 A2

(51) International Patent Classification⁷: **H04M 3/42**

(21) International Application Number:
PCT/EP2004/002657

(22) International Filing Date: 12 March 2004 (12.03.2004)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
GB0305809.6 14 March 2003 (14.03.2003) GB

(71) Applicant and

(72) Inventor: ANTILLI, Davide [GB/GB]; c/o TxTel Ltd., 1
Rectory Lane, Berkhamstead, Herts, HP4, 2DH (GB).

(74) Agent: WHITE, Nicholas, J.; Rouse Patents, Windsor
House, Cornwall Road, Harrogate HG1 2PW, North York-
shire (GB).

(81) Designated States (*unless otherwise indicated, for every
kind of national protection available*): AE, AG, AL, AM,

AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN,
CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI,
GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE,
KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD,
MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG,
PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM,
TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM,
ZW.

(84) Designated States (*unless otherwise indicated, for every
kind of regional protection available*): ARIPO (BW, GH,
GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW),
Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), Euro-
pean (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR,
GB, GR, HU, IE, IT, LU, MC, NL, PL, PT, RO, SE, SI, SK,
TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW,
ML, MR, NE, SN, TD, TG).

Published:

— *without international search report and to be republished
upon receipt of that report*

*For two-letter codes and other abbreviations, refer to the "Guid-
ance Notes on Codes and Abbreviations" appearing at the begin-
ning of each regular issue of the PCT Gazette.*

(54) Title: SYSTEM AND METHOD FOR THE ESTABLISHMENT OF A CONNECTION BETWEEN A CONTACT REQUESTER AND A COMMUNICATIONS CENTRE

(57) Abstract: A system (10) for establishing a connection between a contact requester (60) (i.e. a potential customer) and a communications centre (70) is disclosed. The system (10) has a message receiver (20) which accepts a message from a communications device, such as a mobile telephone or a PDA, and a contact number. The contact number is usually the number of the mobile telephone or the PDA. The system has furthermore a parser (30) for parsing the message and identifying one or more identifiers in the message (80; 300), including a destination identifier (320). The destination identifier indicates the number of a communications centre, such as a call centre (70), to which the message (80; 300) should be sent. A connector (40) in the system (10) uses the destination identifier (320) and the contact number to establish a connection between a requested one of the communications centres and the contact requester.